



## A Q&A on QA

**Your questions about integrated quality assurance technology: answered.**



As a leader in the cleaning industry, you know how important quality assurance (QA) is. QA is the backbone of your business, where customer retention and the ability to make your business stand apart from the competition are dependent on the quality of services you're able to deliver. Whether demanded by government requirements, the complexity of a contract or simply your clients' high standards, QA is crucial to the long-term success of a cleaning contractor.

By using integrated quality assurance software, you can prove the quality of your services are worth every penny. With real-time, streamlined data housed in a single software solution, you can compare the outcomes of your cleaners' routes, ensure you're hitting key performance benchmarks established in your service-level agreements and share your findings in easy-to-understand reports for both your internal stakeholders and your clients.

But don't take our word for it. Hear how leaders in the cleaning industry are using TEAM Software's integrated quality assurance software for themselves.



## How do QA tools help improve workforce management?

When quality assurance software is integrated with your workforce management solution, you're able to realize benefits in the management of your cleaners. As QA can spot deficiencies in task completions, you can trace back whether that was related to your cleaners' qualifications or another issue. If employee trainings are required, you can proactively address them or adjust scheduling as needed to ensure you have the right cleaners at the right job — all within one system. And, QA provides a channel for feedback to your cleaners to ensure continuous improvement and accountability.

The Vonachen Group, an Illinois-based full-service facility maintenance company with over 2,000 employees, leverages area managers and the QA tool to grade various areas of service, and hold their employees accountable depending on identified deficiencies and inspection results. With customers in the healthcare sector, regulations are strict and high standards of service delivery are crucial to retaining customers, who must prove the cleanliness of their facilities through rigorous infection-control inspections, audits and accreditations. Vonachen sets a difficult grading scale to ensure those standards are met, involving feedback and reporting data as an important step in continuous cleaner training to achieve QA excellence. The method of training and accountability has a clear impact on employee ownership of their quality of work, and in the case of improvement, allows for specific feedback on how they can perform better.

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“We could start to see cleaners take more ownership of the job they were doing because we showed them the kind of oversight we maintained. We've also presented report data to our customers. The value-add there is that we're showing them the detail we have and the passion and dedication we have to do it the right way.”

*- Tim Van Autreve, Director of Technology, Vonachen Group.*

[Learn more in our Vonachen Group case study.](#)





## How does integrated QA technology streamline back-office operations?

Premier Wisconsin-based commercial cleaning company MahlerClean, who employs over 800 skilled service representatives across their company, uses QA to conduct Checkpoints (question and response lists like inspections or surveys) to increase efficiencies in the back-office. The company uses Checkpoints to gather data including what a building looked like while their cleaners were onsite. Tracking and using the results of Checkpoints as a part of integrated reporting and analytics, MahlerClean can build things like trend reports to reinforce to their clients the quality of service being delivered while establishing a digital paper trail of audits to analyze patterns, make improvements, and adjust SLAs over time. And, as MahlerClean processes upwards of 500 Checkpoints per month, the implementation of QA software as a part of TEAM's ERP and employee self-service solutions is streamlining processes and saving on overhead costs that previously existed with manual paper-and-pencil QA methods. Combined with new ways MahlerClean was using integrated data, like financial reporting, which previously required data to be taken out of separate applications before being imported into payroll and job costing reports, the automation and integration of QA data made it easier to access reliable data in a centralized workforce management ecosystem.

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“Our customers like to see we incorporate technology into your business...Combined with our superior quality of service, it’s a differentiator that sets us apart from our competition.”

*– Pat Sullivan, President, MahlerClean.*

[Learn more in our MahlerClean case study.](#)



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## How does integrated QA technology help you build customer relationships?



One of the ways that QA technology delivers value is by showing deficiencies that occur in the field, making it easier to resolve them. Janitronics, Inc, a facilities services and commercial cleaning company serving New York State and the surrounding Northeastern region with nearly 2,000 employees, has combined TEAM's QA solution with its own unique cleaning methodology by using the QA tool, reporting and an extra layer of customer service audits for layered accountability. It has become a building block of trust in the client relationship, while mitigating any risk associated with deficiencies that might otherwise have been overlooked. And, by using integrated technology that provides insight at the job level, Janitronics has shifted to a more proactive approach to managing the business, using a seamless flow of data – including what's collected during QA audits -- to help keep an eye on which jobs are trending profitably and which jobs aren't. When more processes within your business are integrated together, there are more opportunities to scale quickly to meet new business needs from the customer.

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“One of the unique things we do are customer service audits the next day to gauge the effectiveness of the cleaning. We give those audits to the client.”

– Steve Goetz, Director of Finance, Janitronics.

[Learn more in our Janitronics case study.](#)

### **About Janitronics, Inc.**

Janitronics Building Services has maintained a quality focus since its founding in 1972. Recognized as an innovative leader, the company has created advanced service systems in training, service delivery and quality monitoring. An extensive service portfolio is available to clients in Controlled Environments, Education, Healthcare, Industrial and Corporate facilities requiring outsourced services or in-house consulting. Leading an organization today requires full control of all assets core to our clients' missions. Facility support services are not normally found in this group; however, they represent the core of their mission. [Janitronicsinc.com](http://Janitronicsinc.com).

### **About MahlerClean**

Founded in 1989, MahlerClean employs over 800 skilled service representatives and maintains 12 million square feet of office, industrial and educational, medical and institutional space each day. Primarily serving clients located in Madison, Racine/Kenosha and Sheboygan, Wisconsin, they have the experience and expertise to deliver a consistent level of service so that their clients may focus on their core business. [Mahlerclean.com](http://Mahlerclean.com).

### **About Vonachen Group**

Vonachen was established in 1968 as a janitorial service company. Since that time, Vonachen Services has evolved into a full facility service resource, including: janitorial services, office support, factory support, recycling programs and special services. Headquartered in Peoria, Illinois, the company serves customers in Central, Western, and Northern Illinois, Eastern Iowa, and Northern Mississippi. [Vonachengroup.com](http://Vonachengroup.com).



TEAM Software by WorkWave develops market-leading financial, operations and workforce management solutions for contractors with distributed workforces, with a focus on the cleaning and security industries in the North American, Asia-Pacific and EMEA regions. TEAM provides cleaning and security contractors in North America with the only award-winning fully integrated ERP that reduces risk and costs and drives efficiency, profitability and growth. More than 750 companies and nearly 1 million end users rely on TEAM's solutions globally, with well over 450 companies and half a million end users in North America alone. Founded in 1989, TEAM is headquartered in Omaha, Nebraska. For more information, visit [teamsoftware.com](http://teamsoftware.com).